

This Computes!

Department of Health Services Children's Medical Services Network (CMS Net) - Information Bulletin # 40



CMS Net System Enhancements

The CMS Branch has completed the procurement of a new contractor to operate the existing CMS Net system and to complete three major system upgrades. Deloitte Consulting is our new CMS Net contractor. D-M Information Systems will continue to support the system through the end of June at which time Deloitte will take over this function. In addition to operating the existing system, Deloitte will complete the three system upgrades that constitute Enhancement 47. These upgrades will allow the fiscal intermediary claims processing systems to take advantage of Other Health Coverage information (e.g., third party insurance or health plan enrollment). The CMS Net provider system will be restructured to effectively eliminate the current CGP provider number system and rely primarily on the Medi-Cal provider files for confirmation of provider paneling and enrollment for service authorization and payment functions. The authorization process will be modified to allow specific service authorizations to be issued and transmitted electronically to the claims processing system, eliminating the need for manual county/state review of claims prior to submission to the fiscal intermediary. Dental claims payment functions including the new electronic authorization will be moved to Delta Dental, the Denti-Cal fiscal intermediary. These changes will increase the accuracy of authorization and payment as well as speed up the payment process, which should increase satisfaction with the CCS Program by both providers and CCS families. These changes are programmed to take place over the next 18 months.

During this period, CMS Branch information technology support staff and contractors will be fully committed to maintenance of the system and design and implementation of Enhancement 47. Our ability to make changes to the current system will be reduced, as will our ability to provide new user training other than the training that will occur as a result of changes linked to the Enhancement. We may have to forgo the quarterly CMS Net user meetings. This is going to place an increased responsibility on system users to train new staff. You will have to cope a while longer with certain features of the existing system that we all hope to streamline as soon as resources is available. While the CMS Net support group will not disappear it will be less visible. We will continue to make all operationally critical system changes and data fixes, and will also attempt to make the highest priority modifications as resources permit.

During the Enhancement development and implementation period we will be relying on some of you to assist in this effort. You may be asked to assist with the development of design options or to participate in user testing. This is going to be an exciting process. It will result in a greatly improved system that will allow us to provide improved access to care and improved levels of services to CCS clients and their families and to our provider community. Thank you for your support, participation, and cooperation in this effort.